

## REGISTERING

In order to process your registration, we need you to bring in the following documents:

- Purple NHS Registration Form GMS1.
- Crawley Down Health Centre Patient Questionnaire.
- Photo identification such as a passport or driving licence.
- Proof of your address: This can be a letter such as a formal lease document, tax statement or utility bill. Bank statements will only be accepted as a last resort and will need to show a pattern of spending in the UK.
- If you have arrived from another country, we need to see your passport and valid visa or work permit if applicable.
- Complete the request for on-line service form.

To complete your registration you will need to have a new patient check, at which time you will need to provide a fresh urine sample. You can collect a specimen bottle from Reception and hand in a fresh urine sample any day before 12 noon (or bring it with you at your new patient check appointment).

## ONLINE SERVICES – EMIS ACCESS

You can book, cancel appointments, order repeat prescriptions and access your medical records, (provided you are over the age of 16) using the online services. Complete the forms at reception or on-line and you will be given your unique passcode.

## HOME VISITS / TELEPHONE ADVICE

If you need a home visit or some telephone advice please help the receptionist by giving a brief outline of your problem

## RESULTS OF TESTS AND X-RAYS

Please call 01342 713031 between 2.00 – 4.00pm on for results. Routine blood tests, urine and swab results usually take about four days, X-ray results seven to ten working days.

## DISPENSARY

We have a dispensary service available for patients located more distant from the practice.

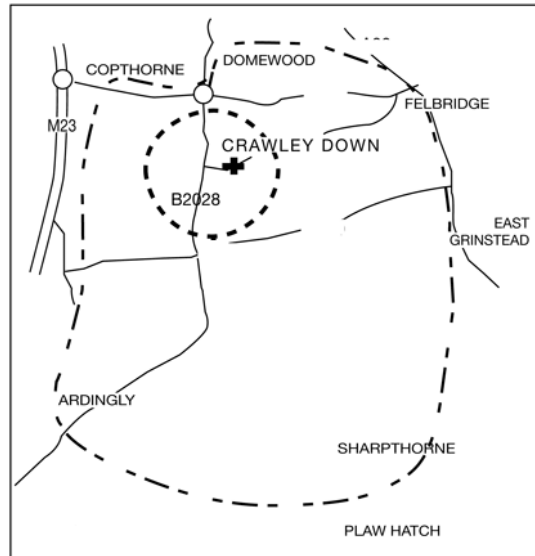
## PATIENT PARTICIPATION GROUP

We have a very active patient participation group to get involved please visit

[www.friendsofcdhc.co.uk](http://www.friendsofcdhc.co.uk)

## THE PRACTICE AREA

The Practice covers the area within the border marked by the dash-dot line. Please inform us if you move outside



## APPOINTMENTS

### Crawley Down Health Centre Opening Times

From 8.00am - 6.30pm, Monday to Friday.

If you have an **urgent** problem please telephone between 8.30a.m and 10.30a.m. on the day. Urgent cases will be seen by whichever doctor is available.

Routine appointments can only be pre booked up to six weeks in advance.

## REPEAT PRESCRIPTIONS

Patients on regular medications may arrange to receive repeat prescriptions after discussion with their doctor.

Prescriptions can be requested by the following methods

On line services available via Emis Access

Email: [prescriptions.crawleydownhealthcentre@nhs.net](mailto:prescriptions.crawleydownhealthcentre@nhs.net)

By post.

**All** repeat prescription requests must be made in writing to the Practice.

We have post boxes at Costcutters in Sharpthorne, and Central stores in Turners Hill for our patients living in more rural areas.

2 to 3 full working days, excluding weekends and bank holidays, are normally required between receipt of the request and the prescription being available.

**We do not accept prescription requests by telephone** unless previously authorised by the Doctor.

For prescription queries please call the surgery between 2p.m. and 4p.m.

## THE HEALTH CENTRE TEAM

**Practice Manager**

Debra Surallie

**Dispensary Manager**

Sharon Broomfield

### **PRACTICE NURSES**

Jayne Hulme RGN

Lisa Down RGN

Lucy Lentner RGN

### **HEALTH CARE ASSISTANTS**

Vacant Position

Nicky Taylor

### **CARE CO-ORDINATOR**

Nicky Taylor

## **COMMENTS, SUGGESTIONS AND COMPLAINTS**

If you have a comment or complaint about the way things are run, or if you have a problem with any member of the team, please talk to the practice manager.

- We want to improve services and welcome any comments you have which will help us to do that.
- Constructive suggestions from patients to improve any part of the practice will always be welcome.
- Our aim is to ensure that any complaint is taken seriously and it will be confidentially investigated. We will acknowledge any complaint in writing within three working days. Complaints will be discussed openly and taken seriously.

## **CLINICS AND OTHER SERVICES OFFERED BY THE PRACTICE**

- Family Planning And Maternity Care
- Child Health
- Disease Prevention And Monitoring Clinics
- Travel Clinic And Yellow Fever Centre
- Minor Surgery And Joint Injections.
- Private Medicals And Reports

## **USEFUL TELEPHONE NUMBERS**

**NHS ADVICE - 111**

## **USEFUL TELEPHONE NUMBERS CONTD.**

### **HEALTH WATCH INFORMATION AND ADVICE**

0300 0120 1222

### **NHS DIRECT ONLINE**

[www.nhsdirect.nhs.net](http://www.nhsdirect.nhs.net)

### **QUEEN VICTORIA HOSPITAL, EAST GRINSTEAD**

01342 414000

### **PRINCESS ROYAL HOSPITAL, HAYWARDS HEATH**

01444 441881

### **EAST SURREY HOSPITAL, REDHILL**

01737 768511

### **CRAWLEY HOSPITAL**

01293 600300

### **ST CATHERINE'S HOSPICE, CRAWLEY**

01293 447333

### **SPIRE GATWICK PARK HOSPITAL, HORLEY (NON NHS)**

01293 785 511

### **THE NUFFIELD HOSPITAL, HAYWARDS HEATH**

01444 456999

### **HEALTH VISITOR**

01342 325513

### **ADULT SOCIAL SERVICES**

01243 642121

### **SPRINGVALE COMMUNITY MENTAL HEALTH CENTRE**

01342 326928

### **CRAWLEY DRUG ADVICE CENTRE**

01293 657015

### **CITIZENS ADVICE**

0344 4771171

### **AGE CONCERN**

0800 169 6565

### **ALCOHOLICS ANONYMOUS**

0845 769 7555

### **CRUSE (BEREAVEMENT COUNSELLING)**

0844 477 9400

### **RELATE (MARRIAGE GUIDANCE)**

01293 657 055

### **SAMARITANS**

08457 90 90 90

# **CRAWLEY DOWN HEALTH CENTRE**

*Caring for our community*



*Bowers Place, Crawley Down*

*West Sussex, RH10 4HY*

*Tel: 01342 713031*

*Fax: 01342 718715*

*Enquiries Email:*

*HSCCG.crawleydown-crawleydown@nhs.net*

*Website: [www.cdhc.co.uk](http://www.cdhc.co.uk)*

### **DR DANIEL JEFFERIES**

MBBS, DRCOG (DFFP), MRCGP

**Tues am, Wed, Thurs & Fri**

### **DR LAYO OSOBA**

MBChB, MRCP, MRCGP, DSRFH

**Mon, Tues, Thurs & Fri pm**

### **DR NEELUM SALEEMI**

MB ChB (2006), MRCGP, DRCOG

**Mon, Tues & Wed & Thurs am**

### **DR TAIBA YOUSAF**

BSc (hons), MB ChB, MRCGP

**Mon, Tues & Fri**

### **DR SAMANTHA KERBEY**

MRCGP DRGOG MBChB

**Mon am, Tues, Thurs & Fri am**